

ED GAINNEY
MAYOR



HEIDI NORMAN
CIO & DIRECTOR

CITY OF PITTSBURGH
DEPARTMENT OF INNOVATION & PERFORMANCE
CITY-COUNTY BUILDING

November 14, 2025

The Honorable President and Members of Council
510 City-County Building
414 Grant Street
Pittsburgh, PA 15219

RE: To enter into an agreement(s) with ePlus for UCaaS

Dear President and Members:

This letter is to request approval for a Resolution amending Resolution 526-2025, authorizing the Mayor and the Director of the Department of Innovation & Performance, on behalf of the City of Pittsburgh, to enter into an agreement or agreements or amendments thereto with ePlus Technology, Inc. for a Voice over Internet Protocol Unified Communications Platform (UCaaS) to implement convergence of systems to support Citywide communications, by reducing the approved amount by Three Hundred Fifteen Thousand Seven Hundred Twenty-Four Dollars (\$315,724) for an amended total cost not-to-exceed One Million Seven Hundred Eighty-Four Thousand Seven Hundred Twenty-Six Dollars (\$1,784,726) over five (5) years.

Your favorable consideration is appreciated.

Sincerely,

Heidi Norman
CIO & Director, Innovation & Performance